CITY OF MOUNTAIN VIEW
CLASS SPECIFICATION

Position Title: Systems Specialist	**Job Family:** 2
General Classification: Professional	**Job Grade:** 28

Definition: The Systems Specialist is a single-position, civilian classification, responsible for the coordination of public safety telecommunications systems City-wide.

Distinguishing Characteristics: This classification is distinguished from all others in the City service due to its specialization in the management of telecommunications systems. This position will oversee usage of systems including Computer-Aided Dispatch (CAD); Police and Fire Records Management Systems (RMS); Police and Fire Mobile Data Terminals (MDT); and the public safety radio communications systems. General direction is provided by the Principal Systems Specialist.

Examples of Duties: Duties may include, but are not limited to, the following:

1.   Coordinates the operations of the computer-aided dispatch system, Police and Fire records management systems, Police and Fire mobile data terminals and the public safety radio system.

2.   In accordance with administrative guidelines, determines priorities for computerization of information, retention in the system and access by personnel to the system.

3.   Develops and programs application programs and management statistics on computer systems.

4.   Conducts systems analysis and troubleshoots user systems problems.

5.   Researches and recommends appropriate hardware/software for purchase. Coordinates with City staff on necessary vendor service maintenance agreements.

6.   Performs minor repairs and maintenance on computer equipment.

7.   Consults with City staff regarding systems needs, costs, priorities and feasibility.

8.   Consults with outside vendors and other governmental agencies regarding systems needs and interfaces.

9.   Writes procedures and instructional material for staff use of computerized data services; provides training to Police and Fire Department staff and, as appropriate, to staff in other City departments.

Minimum Qualifications:

Knowledge of: Electronic data processing principles; computer and radio equipment; methods and practices relative to public safety information and dispatching systems; equipment and software used in computer-aided dispatch; methods used in planning, installation and maintenance of electronic equipment; supervision; principles of public safety dispatch, personnel and fiscal management.

Ability to: Ability to utilize written and computer-based software and hardware documentation in order to troubleshoot, diagnose, identify and solve common problems associated with information systems hardware, software and network infrastructure; support and troubleshoot desktop, portable and mobile (vehicular) computers utilizing Microsoft Windows operating systems and a networked environment; effectively comprehend and coordinate a variety of data processing and telecommunications systems and programs; perform systems analysis and develop programs to meet user needs; analyze, troubleshoot and correct technical problems in data processing and telecommunications systems; work with mechanical and electrical hazards; work independently; establish priorities and meet deadlines; relate effectively with a wide variety of systems users; periodically direct the work of dispatching staff; and work extended or irregular hours as required.

Experience and Training Guidelines: Any combination of experience and training will qualify if it provides for the required knowledge and abilities.

Recommended: Training, education and experience equivalent to completion of a two-year technical certification program or a degree in computer science, communications, engineering or a related field from a community college. Bachelor's degree from an accredited college or university with major course work in information systems, computer science, business administration or a closely related field is highly desirable. Two years of related experience in the Public Safety field. Experience working with Public Safety computer systems is highly desirable.

Required Licenses or Certificates: Valid State of California driver's license.

Background Check: Candidate must pass a Police background investigation prior to employment which will include a psychological screening and polygraph test.

Working Conditions: May be required to work extended or irregular hours. For critical issues, must be available for contact after normal business hours.

Established 1990
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CLASS SPECS
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